



## EYNTK: CHE Scheduling

- What is a CHE and what is telehealth?
- How do I select a patient to schedule?
- How do I call a patient?
- How do I schedule the visit in VSee?

### How do I schedule the visit in Cerner?

- How do I enter a patient's insurance information in Cerner?
- What do I do after the visit is scheduled?
- What do I do during the visit?
- Where can I get support?





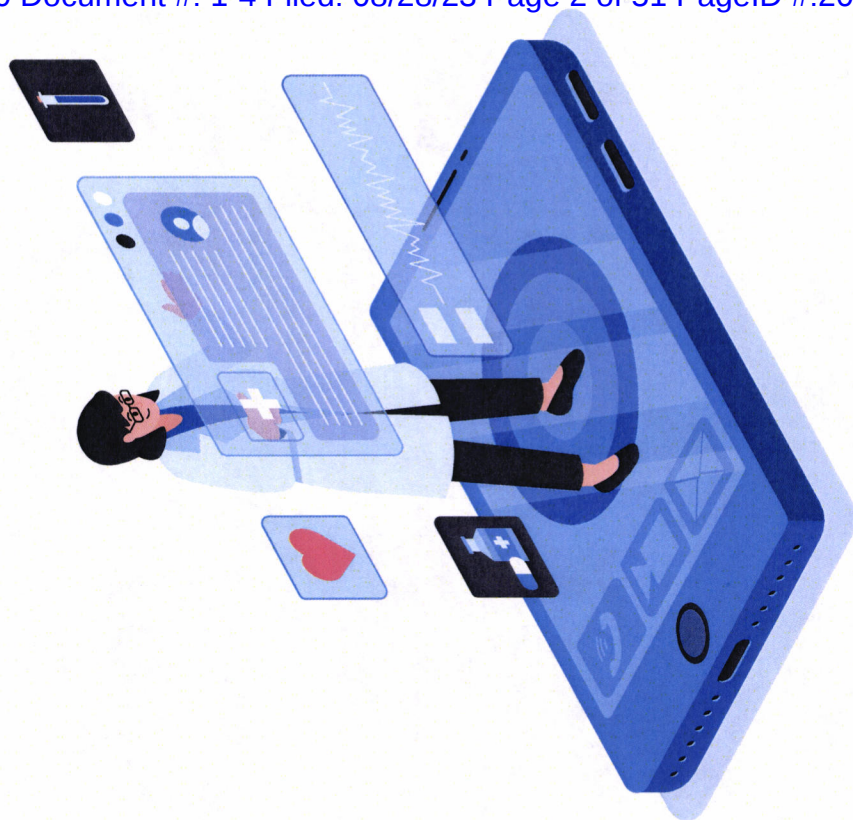
# How do I schedule the CHE in Cerner?



## SCHEDULE TELEHEALTH VISIT

RESPONSIBILITY: Scheduling teammate

EYNTK TO SCHEDULE A TELEHEALTH CHE











EYNTK TO SCHEDULE A TELEHEALTH CHE

## Schedule the Visit in Cerner

04

Appointment type & Location:  
select the appropriate video visit type, and select  
the patient's time zone.

05

Based off of the time zone of the patient, a list of providers  
will be available to select.

- Select the appropriate provider for the visit.
- Select "first available" or "schedule" to review  
their availability.
- The visit is defaulted to 60 minutes. Adjust this to  
75 minutes.

**Reminder!** Only open the patient charts that you are assigned to work on





EYNTK TO SCHEDULE A TELEHEALTH CHE

## Schedule the Visit in Cerner

06

Add comment that includes TH visit details:

- VSee visit number
- Patient device and browser for troubleshooting
- Any other pertinent details for the telehealth visit (e.g. care partner will be assisting in the visit, patient has a hearing / visual impairment, etc.)

**Reminder!** Only open the patient charts that you are assigned to work on





EYNTK TO SCHEDULE A TELEHEALTH CHE

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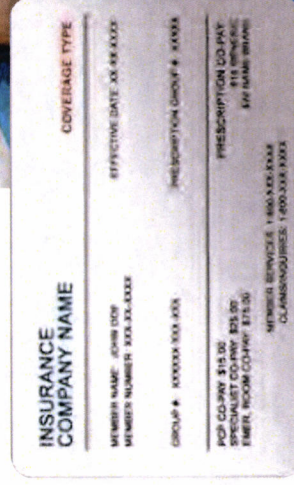




EYNTK TO SCHEDULE A TELEHEALTH CHE

## Why do I need to enter and verify a patient's insurance information in Cerner?

- A key step of scheduling is insurance verification
- In CKCC, the CHE encounter is submitted to Medicare and any other insurance a patient has
- By verifying the patient's insurance, you:
  - Reduce follow ups between the care teams and the Cerner team and billing teams
  - Avoid additional outreaches to patient to clear up inaccuracies





# What information should I verify with the patient?

## In the Demographics tab:

<b>Zrtest, Shawna</b> 33 years DOB Oct 18, 1996 BSN 10000 Female	
<a href="#">View Full Report</a> <a href="#">View Full Report</a> <a href="#">View Full Report</a> <a href="#">View Full Report</a> <a href="#">View Full Report</a>	
<b>Personal Information</b>	
Name: <b>Zrtest, Shawna</b>	Date of Birth: <b>10/18/1996</b>
Gender: <b>Female</b>	Race: <b>White</b>
Address: <b>10000 BSN</b>	City: <b>10000</b>
State: <b>10000</b>	Zip: <b>10000</b>
Phone: <b>10000</b>	Fax: <b>10000</b>
Email: <b>10000</b>	Mobile: <b>10000</b>
Social Security: <b>10000</b>	Driver License: <b>10000</b>
Marital Status: <b>10000</b>	Divorced: <b>10000</b>
Current Address: <b>10000</b>	Previous Address: <b>10000</b>
Current City: <b>10000</b>	Previous City: <b>10000</b>
Current State: <b>10000</b>	Previous State: <b>10000</b>
Current Zip: <b>10000</b>	Previous Zip: <b>10000</b>
Current Phone: <b>10000</b>	Previous Phone: <b>10000</b>
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Current Driver License: <b>10000</b>	Previous Driver License: <b>10000</b>
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Current Social Security: <b>10000</b>	Previous Social Security: <b>10000</b>
Current Driver License: <b>10000</b>	Previous Driver License: <b>10000</b>
Current Divorced: <	

Name should match name exactly on Insurance card

- Health Plan(s)
- Payer (s)
- Member ID (s)



## EYNTK TO SCHEDULE A TELEHEALTH CHE

- | Demographics   |  | Transaction History Viewer   |  | Guarantor Balance Summary  |  | Patient Cases  |  | Timeline   |  |
|--|--|--|--|--|--|--|--|--|--|
| <b>Patient</b> Portal Enrollment<br>Home Address<br>Copy Mailing to Home                         |  | <b>Patient</b> Portal Enrollment<br>Copy Mailing to Home   |  | <b>Transaction History Viewer</b> Guarantor Balance Summary   Patient Cases   Timeline           |  | <b>Transaction History Viewer</b> Guarantor Balance Summary   Patient Cases   Timeline           |  | <b>Timeline</b>  |  |
| Address Line 1<br>8800 Terrace Lake  |  | Address Line 2<br>   |  | Country<br>US  |  | Zip Code<br>92114  |  | City<br>Beverly Hills  |  |
| Insurance  |  | Add   Modify   Remove   Sequence Insurances   Search Enrollments   Display Criteria              |  | Country<br>US  |  | Zip Code<br>92114  |  | City<br>Beverly Hills  |  |
| 1 Insurance: 1   Gort CMCC - IBC of New Jersey and Pennsylvania   Medicare                       |  | Health Plan<br>Medicare  |  | Financial Class<br>Medicare  |  | Subscriber<br>Zirest, Shama Y11Y1Y1Y1Y   |  | Patient Number<br>Group Number   |  |
| <b>Zirest, Shawna</b> 35 years   DOB: Oct 18, 1986   MPN: 10000   Female                         |  |  |  |  |  |  |  |  |  |
| <b>Subscriber Insurance</b><br>Insurance<br>Search for Health Plan                               |  | <b>Subscriber Insurance</b><br>Insurance<br>Search for Health Plan                               |  | <b>Subscriber Insurance</b><br>Insurance<br>Search for Health Plan                               |  | <b>Subscriber Insurance</b><br>Insurance<br>Search for Health Plan                               |  | <b>Subscriber Insurance</b><br>Insurance<br>Search for Health Plan                               |  |
| Payor<br>Medicaid of California<br>Health Plan Name<br>Medicaid of California                    |  | Payor<br>Medicaid of California<br>Health Plan Name<br>Medicaid of California                    |  | Payor<br>Medicaid of California<br>Health Plan Name<br>Medicaid of California                    |  | Payor<br>Medicaid of California<br>Health Plan Name<br>Medicaid of California                    |  | Payor<br>Medicaid of California<br>Health Plan Name<br>Medicaid of California                    |  |
| Address Line 1<br>PO Box 15000<br>Country<br>US  |  | Address Line 2<br>   |  | City<br>Sacramento   |  | State<br>CA  |  | County<br>   |  |
| Plan Details<br>Begin Date<br>10/03/2022<br>End Date<br>4:32 PM<br>Member Number<br>Group Number |  | Plan Details<br>Begin Date<br>10/03/2022<br>End Date<br>4:32 PM<br>Member Number<br>Group Number |  | Plan Details<br>Begin Date<br>10/03/2022<br>End Date<br>4:32 PM<br>Member Number<br>Group Number |  | Plan Details<br>Begin Date<br>10/03/2022<br>End Date<br>4:32 PM<br>Member Number<br>Group Number |  | Plan Details<br>Begin Date<br>10/03/2022<br>End Date<br>4:32 PM<br>Member Number<br>Group Number |  |
| Insured Name on Card<br>Last Name<br>First Name<br>Middle Name<br>Suffix                         |  | Insured Name on Card<br>Last Name<br>First Name<br>Middle Name<br>Suffix                         |  | Insured Name on Card<br>Last Name<br>First Name<br>Middle Name<br>Suffix                         |  | Insured Name on Card<br>Last Name<br>First Name<br>Middle Name<br>Suffix                         |  | Insured Name on Card<br>Last Name<br>First Name<br>Middle Name<br>Suffix                         |  |





EYNTK TO SCHEDULE A TELEHEALTH CHE

## How do I input additional insurance in Cerner?

The screenshot displays the Cerner EHR system interface for adding additional insurance. The top navigation bar shows 'Insurance' and 'Add Insurance'. The main form is divided into sections: 'Patient Information', 'Insurance', and 'Health Plan'. The 'Insurance' section shows the current insurance plan, 'Zirest, Shawna', with a pencil icon for editing. The 'Health Plan' section shows a dropdown menu for selecting a health plan. The 'Add' button is highlighted, and a dropdown menu for selecting a health plan is shown.

01

Click Pencil (to edit)

02

Click Add (under insurance)

03

Type in Health Plan Name

04

Select correct Health Plan and address

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EYNTK TO SCHEDULE A TELEHEALTH CHE

## How do I input additional insurance in Cerner?

**05**

Review/edit address  
as needed

**06**

Select correct Begin Date

**07**

Type in Member Number

**08**

Click OK

**Zzttest, Shawna** 35 years DOB: Oct 18, 1986 MPN: 10000 Female

**Subscriber Insurance**

Search for Health Plan

**Payer**  
Medicaid of California  
Health Plan Name  
Medicaid of California

**Health Plan Billing Address**

Address Line 1  
PO Box 15600  
Country US  
Zip Code 95832  
City Sacramento  
State CA  
Address Line 2  
County

**Plan Details**

Begin Date 05/09/2022  
End Date 4:32 PM  
Member Number  
Group Number

**Insured Name on Card**

Last Name  
First Name  
Middle Name  
Suffix

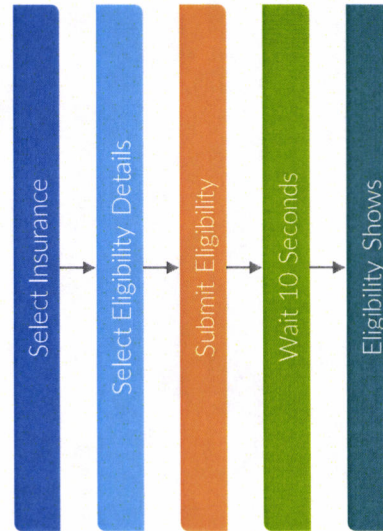
[Additional Plan Details](#)

**8** OK Cancel



# What is Real Time Eligibility and why do I need to run RTE?

- Running real time eligibility (RTE) checks that the insurance information entered is correct and will identify any mistakes or inaccuracies that were entered
- It can be run at the time of scheduling and checking the patient in



Demographics		Insurance	
<p><b>WILLIAMS, JAMES WIP</b></p> <p>DOB: 01/04/2001</p> <p>Home Address: 600 Hunter Ave Joliet, IL 60431</p> <p>Employer: Home Health (200) 600-0000</p> <p>Mobile Home: (200) 600-0000</p> <p>Work Email: Home Health</p> <p>Address Home: Home Health</p>	<p><b>WILLIAMS, JAMES</b></p> <p>WIP</p> <p>Emergency Patient</p>	<p><b>WILLIAMS, JAMES</b></p> <p>DOB: 01/04/2001</p> <p>Home Address: 600 Hunter Ave Joliet, IL 60431</p> <p>Employer: Home Health (200) 600-0000</p> <p>Mobile Home: (200) 600-0000</p> <p>Work Email: Home Health</p> <p>Address Home: Home Health</p>	<p><b>WILLIAMS, JAMES</b></p> <p>DOB: 01/04/2001</p> <p>Home Address: 600 Hunter Ave Joliet, IL 60431</p> <p>Employer: Home Health (200) 600-0000</p> <p>Mobile Home: (200) 600-0000</p> <p>Work Email: Home Health</p> <p>Address Home: Home Health</p>

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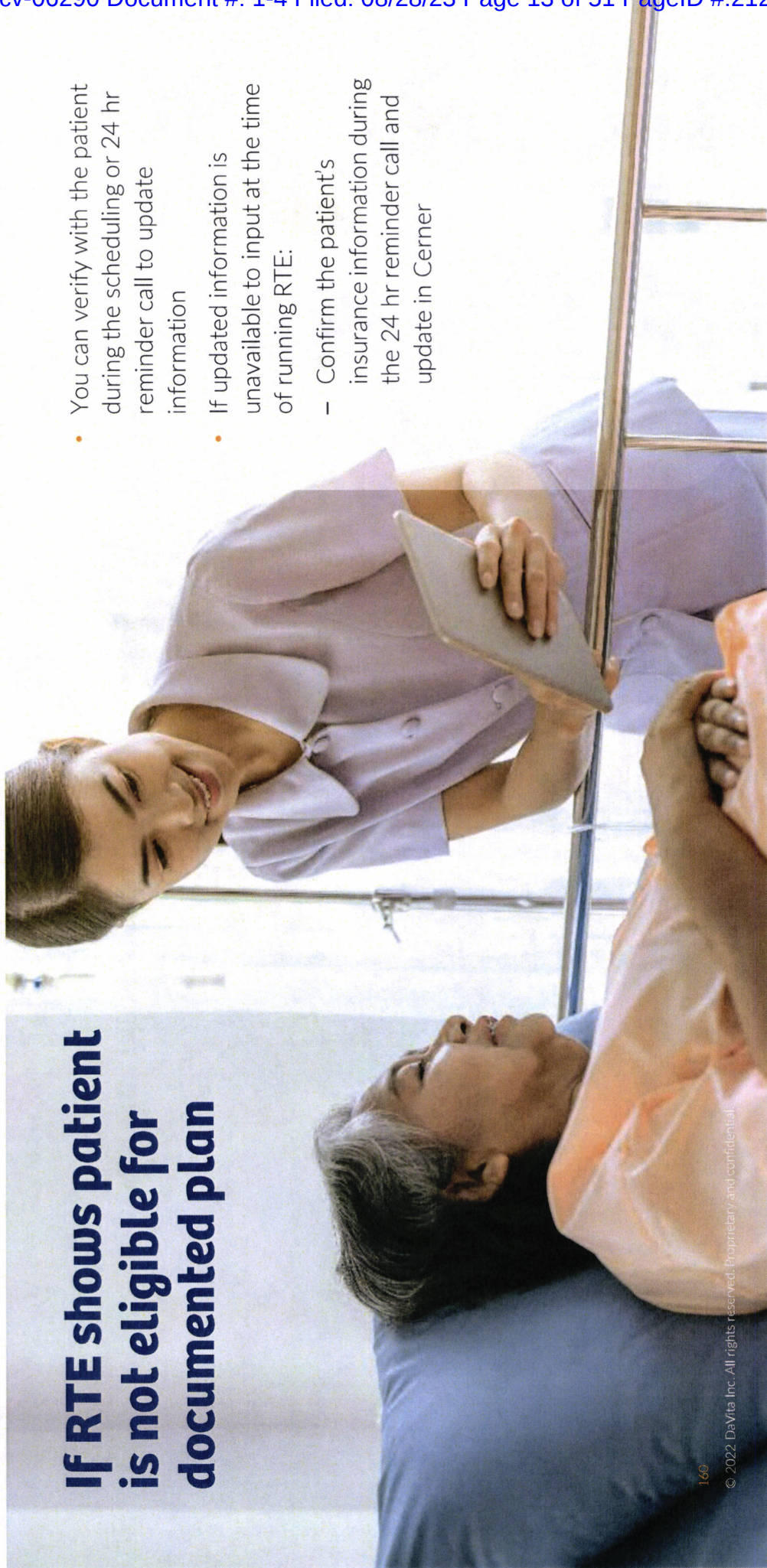




EYNTK TO SCHEDULE A TELEHEALTH CHE

## **If RTE shows patient is not eligible for documented plan**

- You can verify with the patient during the scheduling or 24 hr reminder call to update information
- If updated information is unavailable to input at the time of running RTE:
  - Confirm the patient's insurance information during the 24 hr reminder call and update in Cerner







EYNTK TO SCHEDULE A TELEHEALTH CHE

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- How do I schedule the visit in Cerner?
- How do I enter a patient's insurance information in Cerner?

### What do I do after the visit is scheduled?

- What do I do during the visit?
- Where can I get support?





EYNTK TO SCHEDULE A TELEHEALTH CHE

## Adding Language Line to a VSee Meeting

A CyraCom Language Line translator can be added to a telehealth visit prior to the start of the visit

01

Navigate to the CyraCom prescheduling page at:  
<https://support.cyracom.com/connect-preschedule>

02

Fill out the request form by using your information and the following account number and PIN

03

Estimated duration should be listed as 90 minutes for a CHE. Select VSee from the Telehealth platform dropdown

Requester Full Name

Requester Email

Account Number\*

PIN\*

Requested Language\*

Estimated Duration

Note: ASL sessions cannot exceed 1hr and may require a second interpreter due to physical demand.

- 015 minutes
- 030 minutes
- 045 minutes
- 060 minutes
- 090 minutes
- 0120 minutes
- Other (please specify in the notes)

CyraCom Connect Account Number: 501033410

CyraCom Connect PIN: 7411





EYNTK TO SCHEDULE A TELEHEALTH CHE

## Adding Language Line to a VSee Meeting

01

Select VSee from the dropdown. In VSee, copy the appointment invitation and paste under 'Meeting Link'

02

Enter the CHE date and time under 'Session Date' and 'Session Time'

03

List the NP as the meeting point of contact

Telehealth Platform\*  
Please Select ▼  
Meeting Link\*  
Meeting ID  
Meeting Password  
Pre-Scheduled Interpretation Session Date\*  
Pre-Scheduled Interpretation Session Time (Please specify time zone)\*  
Meeting Point of Contact Phone Number  
Meeting Point of Contact Email\*

Appointment Confirmation

Chatter - 1.2.21.7540.0220 (11/11/2021)

Meeting ID: 123456789

You are invited to join a meeting at Wed, Oct 27, 2:00 PM - 2:30 PM

Join via: [Click here to join the meeting](#) or [Click here to join the meeting](#)

Copy Meeting Link



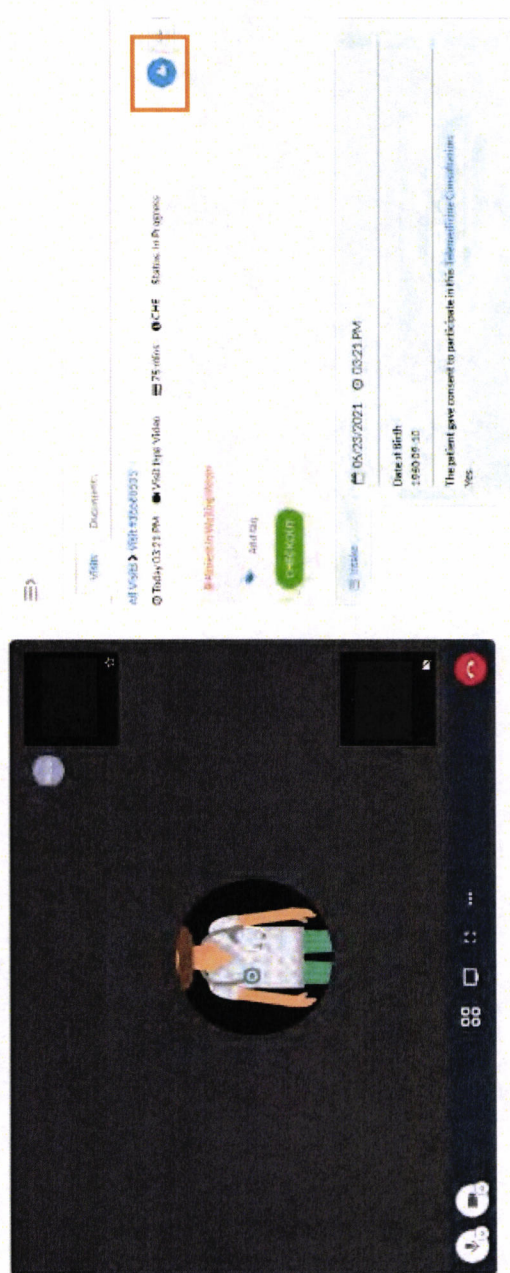


EYNTK TO SCHEDULE A TELEHEALTH CHE

## Adding Language Line to a VSee Meeting

If the Cyracom Language Line translator is not added prior to the start of the visit:

- Start the VSee visit with your patient. In the VSee meeting with the patient, copy the guest meeting link.
- The link can be found on the visit page, by clicking the blue + button.
- A pop up will appear – copy the guest link to join the call.





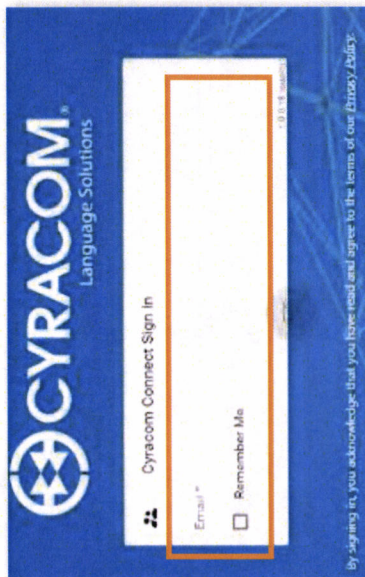


EYNTK TO SCHEDULE A TELEHEALTH CHE

## Adding Language Line to a VSee Meeting

If the Cyracom Language Line translator is not added prior to the start of the visit:

- Visit the Cyracom Connect Website:  
<https://connect.cyracom.com>
- Enter the following email for DaVita IKC's organizational account:  
IKCTranslationRequest@davita.com,  
and click "Remember Me."
- Enter the following password:  
DVAikc123@



Sign in with your organizational account

someone@example.com

.....

Sign in





EYNTK TO SCHEDULE A TELEHEALTH CHE

## Adding Language Line to a VSee Meeting

If the Cyracom Language Line translator is not added prior to the start of the visit:


- On the Cyracom website, after a language is selected a form will appear requesting the telehealth visit details.
- Facility Number: always enter in the DaVita Headquarters CBO facility number: 5555.
- Phone Number: enter in the phone number for your DaVita issued phone.
- Provider: select VSee as the telehealth provider from the drop-down list.
- Meeting Link: Paste the guest meeting link for your VSee visit. If you are using WebEx (Commercial in-center visits only), paste the link to the WebEx meeting.

Leave Meeting ID and Meeting Password blank.

Confirm that your visit is currently in-progress and that you are ready for an interpreter to join and click the grey video camera to initiate the call. The interpreter will then join the VSee visit.

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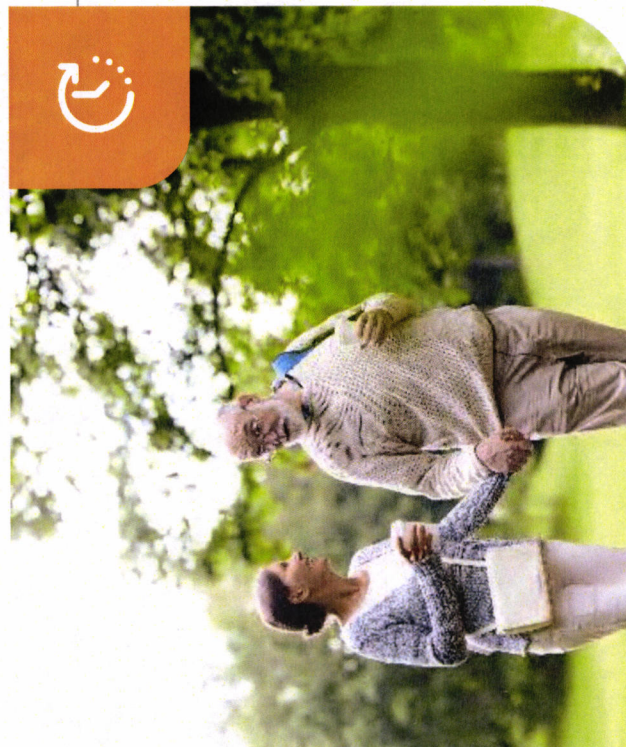
	Session Information	X
Language	Spanish	
Facility Number *	5555	X
Phone Number *		
Provider *		
Meeting Link *		
Meeting ID		
Meeting Password		
<input type="checkbox"/> I confirm my video conference is currently in progress and ready for an		





EYNTK TO SCHEDULE A TELEHEALTH CHE

# Appointment Reminder Process



## 24 hours before

- A reminder text or email is automatically sent to the patient 24 hours before the appointment
- During the reminder phone call, the CC should ensure the patient feels comfortable using VSee, and does not have any questions.
- If the patient does not answer the phone for this reminder, the CC should leave a voicemail, document the outreach, and notify the NP.

## Day of visit

- VSee will send an automatic reminder on the day of the visit.





EYNTK TO SCHEDULE A TELEHEALTH CHE

## Key Visit Prep Reminders

CC completes one telephonic reminder call 24 hour before the visit

During the reminder call, the CC ensures the patient feels comfortable using VSee Clinic

When connecting with the in-center team, NP focuses on current challenges, concerns and major events



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EYNTK TO SCHEDULE A TELEHEALTH CHE

# How do I use the 24-hour call appointment reminder script?

Use this script to guide your conversation with the patient during the 24-hour reminder call.

- Before calling the patient be sure to
- Open the patient's record in Cerner and VSee
  - Locate telehealth appointment details
  - The script can be found on the [VillageWeb](#)

If not confirmed earlier, confirm the patient's insurance information during this call.



**Telehealth Resource:**  
**Core Coordinator Reminder Call Script**

**Purpose**

- This telehealth script aims to support teammates who are providing reminder calls to patients for telehealth Continuous Health Evaluation (CHE) appointments
- The intention is for the teammate to sound non-scripted and have a genuine conversation
- The teammate has permission to use their own words, transition phrases and descriptions

**Before Calling**

- Open the patient's record in Cerner and VSee
- Locate telehealth appointment details

**VoiceMail Script**

-Hello! This message is for [PATIENT NAME]. My name is [TEAMMATE NAME]. I'm calling about your upcoming video visit with your nurse practitioner on [date/day/time]. If you need to reschedule your appointment, or if you have any questions about using telehealth to connect with your nurse practitioner, please give it a call back at [patient contact information]. Thank you and have a great day!

**Introduction**

-Hello! My name is [TEAMMATE NAME]. I am looking to speak with [PATIENT'S FULL NAME]. Is she available?

[Click here to go to the website to access the call](#) If you could please ask [PATIENT'S FULL NAME] to give me call back at [CONTACT INFO] at her earliest convenience, I would like to talk to them about scheduling their next health visit. Thank you, have a great day!

[Click here to go to the website to access the call](#) I'm calling from DaVita Integrated Kidney Care on behalf of [NCPH/ PRACTICE NAME]. How are you today? (Member answer: Teammate responds appropriately.)

I'm calling about your upcoming video visit with your nurse practitioner on [DATE/DAY/TIME]. I can give you a brief overview of the telehealth platform to see if you have any questions. Can you give me ten minutes now?

[Click here to go to the website to access the call](#)

Okay - is there a better time for me to call you?

(If No - Barriers explained, OK. If just make a note here if you don't mind letting me know why you're not interested)

Potential barriers: Second chance





EYNTK TO SCHEDULE A TELEHEALTH CHE

## Conducting a Test Visit

**Either at the time of scheduling or during the reminder call, the CC can offer to conduct a test visit:**

- The test visit is optional and can be conducted on any device
- In order to conduct a test visit, the CC and patient will utilize the test call waiting room for their market

**Reminder!** Nurse Practitioners do not have access to the testing rooms.

There are two options for the test call:

1. The CC can provide the static link to the test call waiting room to the patient via email or SMS text message by using the "Invite Patient" button on the dashboard
2. The CC can schedule a visit using the calendar

For both options, the CC must choose themselves as the provider, and the Test Room for the waiting room.

The CC can utilize the dial-out feature to conduct a test call with the patient if they think it would be beneficial.

1 Dashboard Patients Calendar

Waiting Room

2 SCHEDULE APPOINTMENT OR CREATE SLOT

Would you like to Schedule an Appointment for a patient or Create Available Slots on your calendar?

SCHEDULE APPOINTMENT CREATE SLOTS

3 Provider

Search for providers by name, state or specialties

Room

DaVita Integrated Kidney Care - Anthem Central California - Test Room - code: rjgmx





EYNTK TO SCHEDULE A TELEHEALTH CHE

## Conducting a Test Visit

Either at the time of scheduling or during the reminder call, the CC can offer to conduct a test visit

- The CC should let the patient know that the link is only to be used for the test. **Important!** The test link cannot not be used for the appointment.
- The patient will enter the waiting room.
- The CC will begin the test visit with the patient and ensure they feel comfortable with the functionality, including camera and microphone options.
- If issues are encountered during the test visit, the CC should three-way call VSee support with the patient to fix the issue. The CC is able to three-way call by using the dial-out feature to call VSee support. If the issue is unable to be resolved, the CC should offer to schedule an in-person visit with the patient, as available.

### VSEE SUPPORT

For technical issues, please contact support at [help@vsee.com](mailto:help@vsee.com) or call (650) 772-6259.

VSee support staff hours are from 6AM-8PM PT (Mon-Fri) and 7AM-7PM PT (Sat-Sun).

**Important!** If you are unable to connect with VSee support, please reach out to:

[IKCTelehealthSupport@davita.com](mailto:IKCTelehealthSupport@davita.com)





EYNTK TO SCHEDULE A TELEHEALTH CHE

## Final 24 Hour Reminder Call Steps

Once the patient confirms they feel comfortable with VSee, the CC will complete the following:

- ✔ Confirm with the patient that the appointment is scheduled
- ✔ Confirm we have the correct email and phone number for the patient, as well as the device and browser they will be using for the visit
- ✔ Remind patient to have device charged prior to visit
- ✔ Ask the patient to gather their medications and have them ready to show the NP during the telehealth visit
- ✔ Ask the patient to weigh themselves the morning of the appointment, if possible
- ✔ Ensure the patient has their contact information, in case they experience issues using VSee Clinic
- ✔ Communicate upcoming appointments to the NP during the weekly care team huddle/call





EYNTK TO SCHEDULE A TELEHEALTH CHE

## EYNTK: CHE Scheduling

- What is a CHE and what is telehealth?
- How do I select a patient to schedule?
- How do I call a patient?
- How do I schedule the visit in VSee?
- How do I schedule the visit in Cerner?
- How do I enter a patient's insurance information in Cerner?
- What do I do after the visit is scheduled?

### What do I do during the visit?

- Where can I get support?



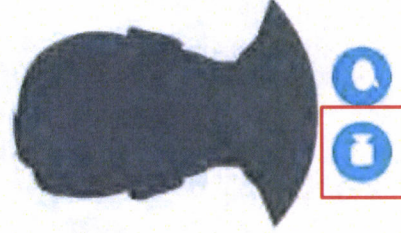
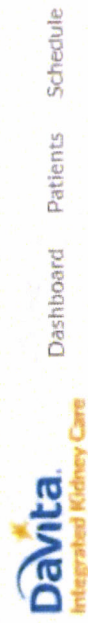


EYNTK TO SCHEDULE A TELEHEALTH CHE

## Calling the Patient: Dial Out Feature



At the start of the visit, navigate to the patient page.  
Once on the patient page, select the blue camera button to start the visit.



Visits Documents



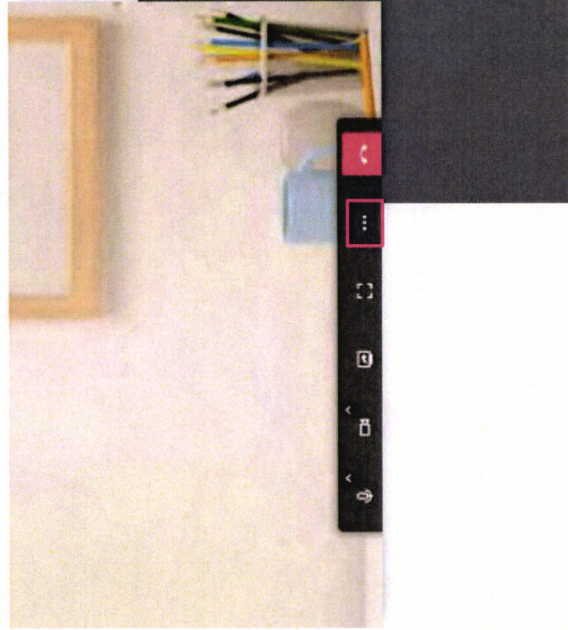


EYNTK TO SCHEDULE A TELEHEALTH CHE

## Calling the Patient: Dial Out Feature



Select the three dots in the toolbar at the bottom of the call screen and select 'Dial a number'. Enter the patient's phone number to call the patient directly from VSee.





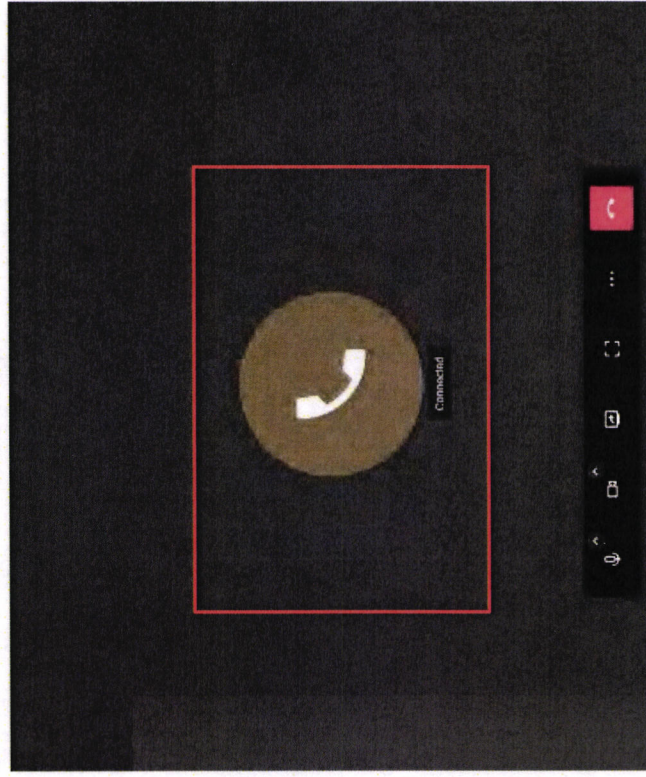


EYNTK TO SCHEDULE A TELEHEALTH CHE

## Calling the Patient: Dial Out Feature



Once the patient has connected by phone a phone icon will appear on your screen. At this time, you should be connected to the patient's audio through the patient's phone. Once connected, you can now walk the patient through how to join their video.





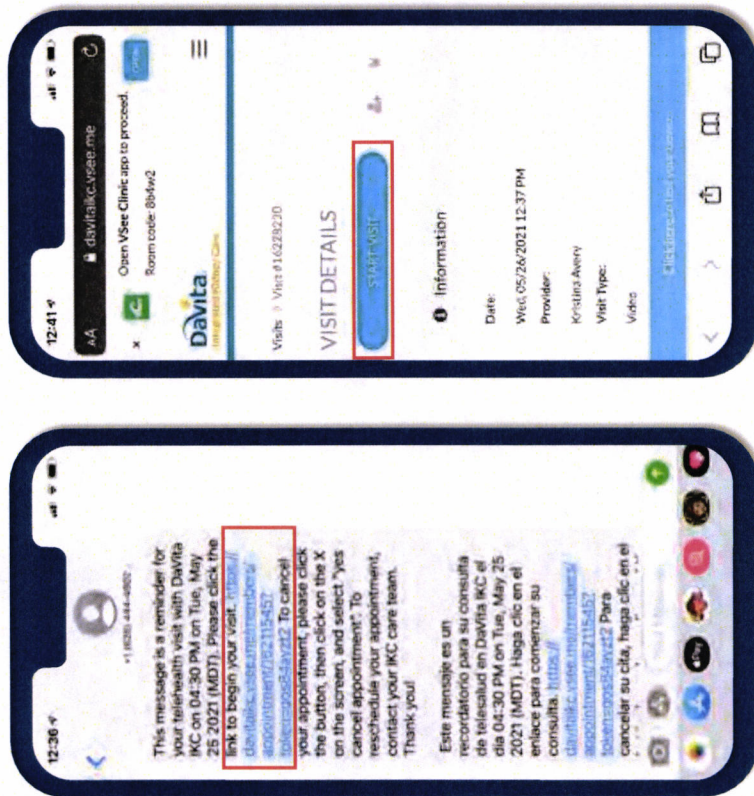


EYNTK TO SCHEDULE A TELEHEALTH CHE

## Calling the Patient: Dial Out Feature

To assist the patient in joining a visit, instruct the patient to open their text messages. They will receive a text message in both English and Spanish from **+1 628-444-4602**. The patient should tap on the link within the message.

The link will open up a web-page in the patient's browser for their visit. To begin the visit, have the patient tap "START VISIT".





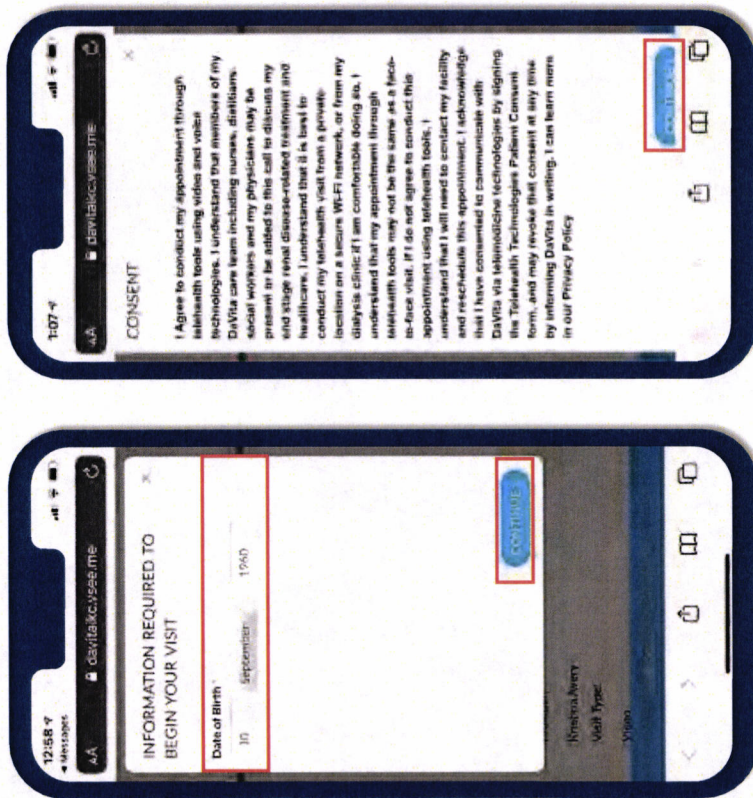


EYNTK TO SCHEDULE A TELEHEALTH CHE

## Calling the Patient: Dial Out Feature

The patient will need to complete the intake steps:

1. The patient will enter or verify their DOB. This will be pre-filled if you entered the patient's DOB when you created their account in VSee.
2. The patient will review the consent form, and provide their consent by tapping "CONTINUE".



**As a reminder, all patients must review consent before conducting a telehealth visit.**



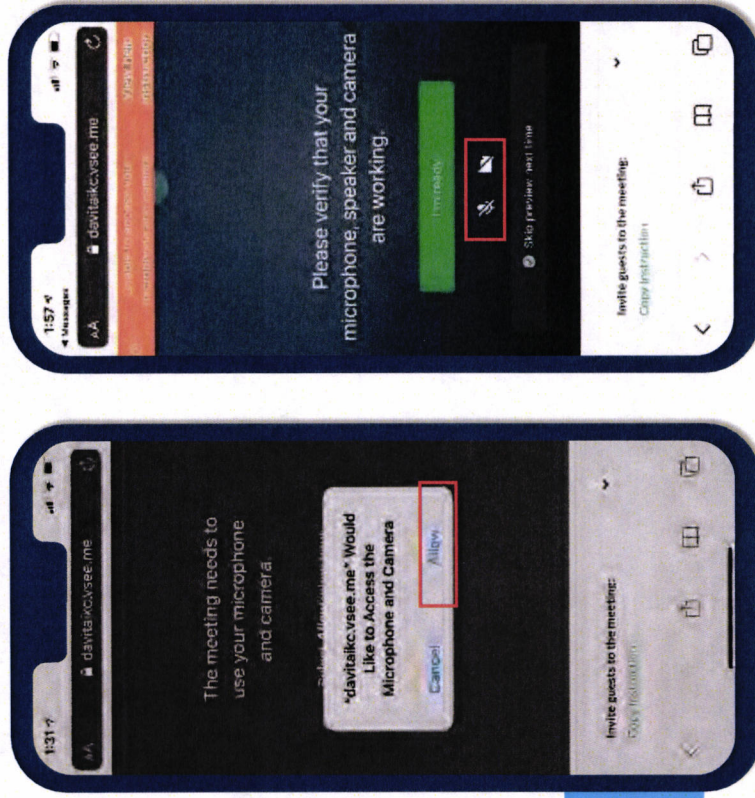


EYNTK TO SCHEDULE A TELEHEALTH CHE

## Calling the Patient: Dial Out Feature

The next screen shows the room where the visit can be conducted. The patient should tap "ALLOW" when prompted to allow VSee to access the camera and microphone.

Patients must click "ALLOW" for video and audio to work during the visit.



**In order to complete a CHE telehealth visit, patients must connect both audio and video.**



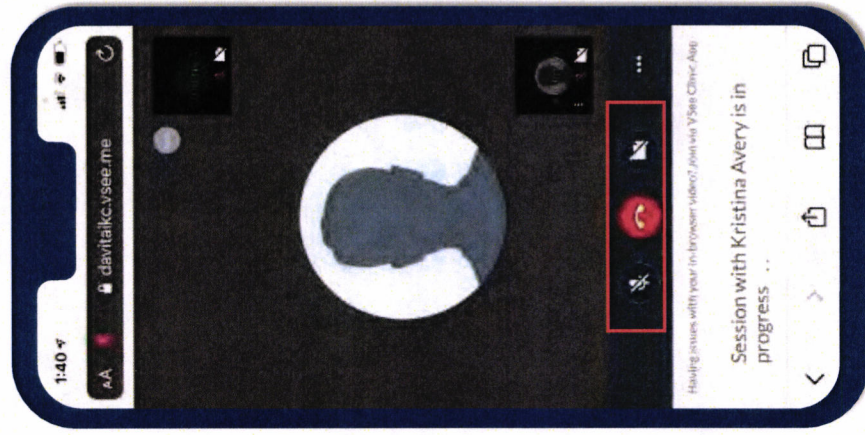


EYNTK TO SCHEDULE A TELEHEALTH CHE

## Calling the Patient: Dial Out Feature

The patient may see an error message that audio could not be joined because it is already in use. This is expected since the patient's microphone is already connected via the dial in.

The patient should now have their video connected to VSee! To end the call, the patient or provider can hang up using the red end call symbol.







EYNTK TO SCHEDULE A TELEHEALTH CHE

## FaceTime as a Backup Telehealth Platform



As a reminder, FaceTime may only be used on a DaVita device or the TMs personal device with AirWatch installed.

Nurse Practitioners may use FaceTime only in the limited circumstances set forth below, and as a last resort when the patient is not able to use VSee. However, this solution may be revoked at any time.

Using FaceTime for IKC telehealth visits it not a long term solution to visiting with our patients virtually. During the Public Health Emergency, OCR and HHS are exercising enforcement discretion to allow health care providers to utilize certain applications, such as FaceTime, in connection with the provision of telehealth. OCR and HHS may repeal this notification of enforcement discretion at any time and IKC will no longer be able to use FaceTime as a backup solution for telehealth visits.







EYNTK TO SCHEDULE A TELEHEALTH CHE



# FaceTime as a Backup Telehealth Platform

As a reminder, FaceTime may only be used on a DaVita device or the TMs personal device with AirWatch installed.

## When can Nurse Practitioners use FaceTime?

IKC NPs may use FaceTime as a backup telehealth platform when the patient is not able to join a VSee visit. The criteria for using FaceTime are:

- A patient has an iPhone, iPad, or other Apple device or an Android phone AND
- The patient has tried to log into the VSee visit at least twice without success and continues to experience technical issues

## How can Nurse Practitioners use FaceTime?

When an IKC NP determines that it is appropriate to use FaceTime, they will follow the following steps:

1. Ask the patient if they are willing and able to meet over FaceTime, and let them know that FaceTime is not a HIPAA compliant telehealth platform
2. Call the patient on FaceTime from the NP's DaVita provided iPhone or an Apple device with Airwatch installed
3. If the patient has an Android or Windows phone, ask the patient if they consent to receiving a text message to begin the FaceTime visit
4. Read the patient the telehealth consent and document the patient's consent in the medical record
5. Continue with the visit
6. Document the use of FaceTime in the HPI in the medical record

## After a visit on FaceTime

If you have a FaceTime visit with a patient, you must report its use to [IKCTelehealthSupport@davita.com](mailto:IKCTelehealthSupport@davita.com). In the email, include the patient name, patient MRN, date of visit, VSee visit number, and the reason for switching to FaceTime (including confirmation of prior attempts to utilize VSee with the patient).

## What to do when the approval to use FaceTime is revoked

If FaceTime approval is revoked, the IKC market leads will notify their teams to immediately cease using FaceTime as a backup and complete all telehealth visits in the HIPAA compliant telehealth platform, VSee.





EYNTK TO SCHEDULE A TELEHEALTH CHE

## EYNTK: CHE Scheduling

- What is a CHE and what is telehealth?
- How do I select a patient to schedule?
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- How do I schedule the visit in VSee?
- How do I schedule the visit in Cerner?
- How do I enter a patient's insurance information in Cerner?
- What do I do after the visit is scheduled?
- What do I do during the visit?

Where can I get support?

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EYNTK TO SCHEDULE A TELEHEALTH CHE

## Telehealth support for new & existing TMs

Support Resource	Purpose / Details	Frequency / Platform
Star Learning Trainings (Tele1000 and Tele2000)	<ul style="list-style-type: none"> <li>• In-depth training on telehealth workflow and VSee functionality</li> <li>• Assigned during training and available on Star Learning</li> </ul>	Week 3 of NP, CC Training/Onboarding
Self-Guided Telehealth Exercises	<ul style="list-style-type: none"> <li>• Opportunity to practice using telehealth/VSee</li> <li>• Assigned during training and available for practice in the future</li> </ul>	Week 4 of NP, CC training/onboarding
Live Demo and Q&A – Required	<ul style="list-style-type: none"> <li>• Provide brief live demo followed by dedicated time for Q&amp;A</li> <li>• Will occur between NPs &amp; CCs completing Star Learning &amp; beginning self-guided exercises</li> </ul>	1 hr/month on WebEx in Feb 7 <sup>th</sup> , Mar 8 <sup>th</sup> 2022, Apr 13 <sup>th</sup> 2022, ongoing approach TBD





EYNTK TO SCHEDULE A TELEHEALTH CHE

# Timeline of CKCC Teammate Onboarding and Support

## WEEK 1

NPs/CCs begin following pre-assigned onboarding & training plan including StarLearning

## WEEK 2

NPs/CCs continue training, onboarding, & StarLearning

## WEEK 3

NPs/CCs continue onboarding & complete telehealth training

## WEEK 4

NPs/CCs continue prev. items & begin telehealth training exercises

## WEEK 5

NPs/CCs continue training

## WEEK 6

Majority of training completed for CHEs and telehealth

- VSee account created before TM start date
- Email with log-in info & resources sent from Central Telehealth Team

- Central Telehealth Team conducts Live Demo + Q&A open to all TMs
- Provides live opportunity to ask questions & review training materials

- Central Telehealth Team reaches out to NPs as they complete Week 6 for support and survey feedback
- NPs receive guide for "Your First Telehealth CHE"

Surveys will continue monthly

Demo + Q&A will be held 1hr/month via WebEx

NPs/CCs have easy access to Telehealth Support Inbox and all resources on intranet





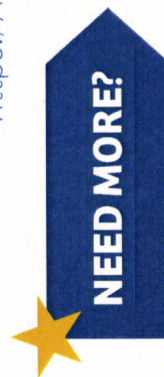
EYNTK TO SCHEDULE A TELEHEALTH CHE

## Training Resources

Relevant resources will be posted to the IKC Government Village Web

- Navigate to Village Web → DaVita IKC → DaVita IKC Government → Telehealth Training Materials
- Please refer to the materials posted to the site, so that you have the most up-to-date and relevant information

<https://intranet.davita.com/Depts/VillageHealth/ikcgov/TelehealthTraining/Pages/default.aspx>



If you have questions, looking for more support, or have an idea to improve telehealth reach out to [IKCTelehealthSupport@davita.com](mailto:IKCTelehealthSupport@davita.com)

## Telehealth Training Materials

DaVita Integrated Kidney Care
DaVita IKC Government
Contact Us
Resources
Feedback
Sections
DaVita IKC Commercial
DaVita IKC Government
Direct Contracting

### About Telehealth Training Materials

This page is intended to centralize communication and documents related to Telehealth Training.

### Department Services

### FAQs

The FAQ document will be updated on a regular basis. Select the 'More' button for the most recent version.

### Contact Information

Questions may also be sent to: Kristina Avery at [Kristina.Avery@davita.com](mailto:Kristina.Avery@davita.com) and Jane Danstrom at [Jane.Danstrom@davita.com](mailto:Jane.Danstrom@davita.com). Vsee Support Line: (650) 772-6259 | Live chat is available on [help.vsee.com](https://help.vsee.com). Support ticket can be opened by sending an email to [help@vsee.com](mailto:help@vsee.com).

### Helpful Resources

### Telehealth Training Videos & Decks

• Clinic Admin Manual DaVita 11.5.20



# Thank You

All for One.  
One for All.



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# Appendix





# Scheduling CHE

Cerner PM





```
graph LR; A[Search Bar] --> B[Select Magnifying Glass]; B --> C[Person Search Form]; C --> D[Search By Name & DOB]
```

Search Bar

Select Magnifying Glass

Person Search Form

Search By Name & DOB

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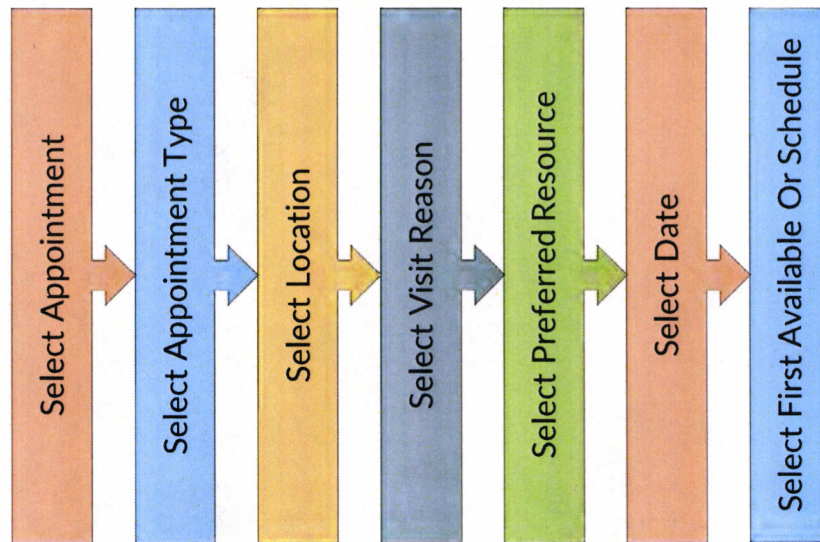
Patient	Demographics	Insurance
Verify Information	Mailing Address The Same?	Verify Insurance
Update Information	Did You Enter The Email Address?	Ensure Medicare Is First

[illegible]





# Create Appointment



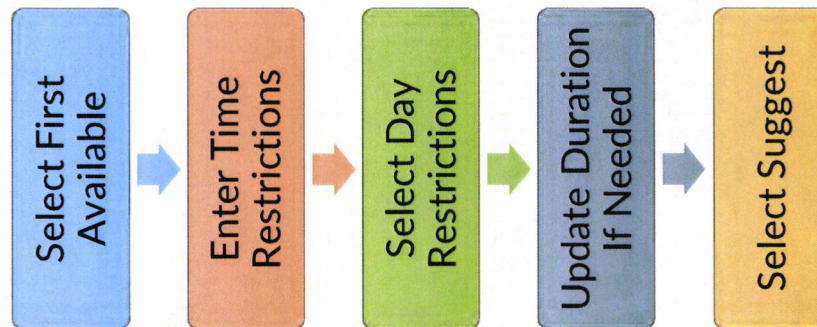
Add Telehealth details to the Comment:

- VSee visit number
- Patient device and browser for troubleshooting
- Any other pertinent details for the telehealth visit (e.g. care partner will be assisting in the visit, patient has a hearing / visual impairment, etc.)



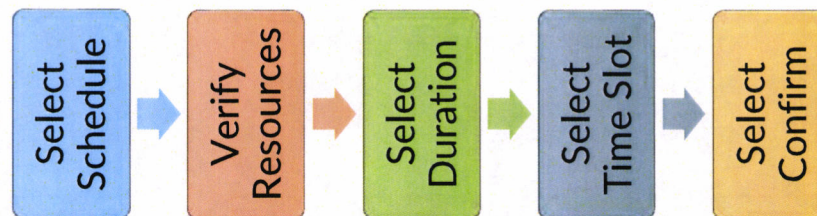


First Available

[illegible]



# Schedule



**Schedule**

**Zztest, Shawna** 35 years DOB: Oct 18, 1986 MRN: 10000 Female

Resource Roles To Schedule  
☒ Video Visit - 60 Minutes

Resource: NP ZZtest 1  
 Patient Duration: 60 Minutes

NP ZZtest 1 [0/0%]

Sunday, November 14, 2021 - Video Visit - 60 Minutes

Time	Slot
12:00 AM	
1:00 AM	
2:00 AM	
3:00 AM	
4:00 AM	
5:00 AM	
6:00 AM	
7:00 AM	
8:00 AM	
9:00 AM	
10:00 AM	
11:00 AM	
12:00 PM	

Slot Time Interval  
☐ 5 Minute

November 2021  
 Sun Mon Tue Wed Thu Fri Sat  
 31 1 2 3 4 5 6  
 7 8 9 10 11 12 13  
 14 15 16 17 18 19 20  
 21 22 23 24 25 26 27  
 28 29 30

December 2021  
 Sun Mon Tue Wed Thu Fri Sat  
 5 6 7 8 9 10 11  
 12 13 14 15 16 17 18  
 19 20 21 22 23 24 25  
 26 27 28 29 30 31

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# CHE Outreach Powerform

**CHE Outreach - Ztrest, Kim Annette**

By: Johnson, Kimberly

\*Performed on: 01/04/2022 11:51 CST

**CHE Outreach**

**Reason for Call** 1 ☐ CHE ☐ IHWA

**Patient Contact Status** 2

☐ Connected with patient/caregiver telephonically  
☐ Connected with patient/caregiver in person  
☐ Connected with patient/caregiver via phone and call  
☐ Connected but patient/caregiver not available  
☐ Connected with patient/caregiver via team transfer  
☐ Connected with patient/caregiver via team transfer  
☐ Not connected wrong number  
☐ Not connected phone number not valid  
☐ Voicemail left message  
☐ Voicemail mailbox full or unavailable  
☐ Not connected no answer

**Telehealth Call Outcome** 3

☐ Successfully scheduled telehealth CHE  
☐ Successfully scheduled in-center telehealth CHE  
☐ Successfully scheduled chartered in-person CHE  
☐ Successfully scheduled in-home CHE  
☐ Patient requested callback  
☐ Unable to schedule visit

**Telehealth Visit ID** 4

**Unable to Schedule Visit Reason** 5

☐ Patient refused visit in any setting  
☐ Patient prefers in-person visit  
☐ Requested in-center telehealth CHE  
☐ Patient lacks equipment/internet for telehealth  
☐ Patient not comfortable with telehealth technology  
☐ No available timeslots that work for patient  
☐ Patient in hospice/palliative care  
☐ Patient in hospital  
☐ Patient in SNF (Permanent)  
☐ Patient in SNF (Temporary)  
☐ Patient is deceased  
☐ Patient has terminated from program  
☐ Unable to communicate effectively with patient  
☐ Caregiver/FDA unable to attend visit  
☐ Patient has cognitive/mental disorder preventing visit  
☐ Patient has other health disorder preventing visit  
☐ Already scheduled/completed  
☐ Other

**Callback Date** 6

**Vendor Handoff Status**

☐ Successful vendor handoff ☐ Attempted vendor handoff  
☐ Use only for programs with an external vendor.

**In Progress**

## Highlights:

- Cerner form/template used to capture the details of CHE scheduling attempts with patients
- New Cerner workflow step in CHE scheduling process → CHE Outreach Powerform must be completed for each CHE scheduling attempt with the patient (both successful & unsuccessful)
- Details documented will be reflected in workflow reports for tracking





# Activity Log/Communication Event

Activity Log (5)

Date/Duration	Method/Type	Outcome	Contact/Contact Type	Created By
02/11/2021 11:45 (-- min)	Phone call (Outbound)	Case discussion	--	Swiney, Cody
02/11/2021 11:05 (-- min)	Phone call (Outbound)	Case discussion	Zztest, Shawna (Patient)	Swiney, Cody
02/09/2021 07:17 (15 min)	Phone call (Outbound)			
01/14/2021 11:39 (5 min)	Phone call (Inbound)			
01/01/2021 11:38 (20 min)	Phone call (Outbound)			

**+ Sign** **Selected Visit** **Last 24 hours** **Last 1 weeks**

**Save** **Cancel**

### Add Communication Event

**Date** 02/09/2021 **Time (24-hr)** 16:34

**Duration (min)**

**Method**

**Contact type**

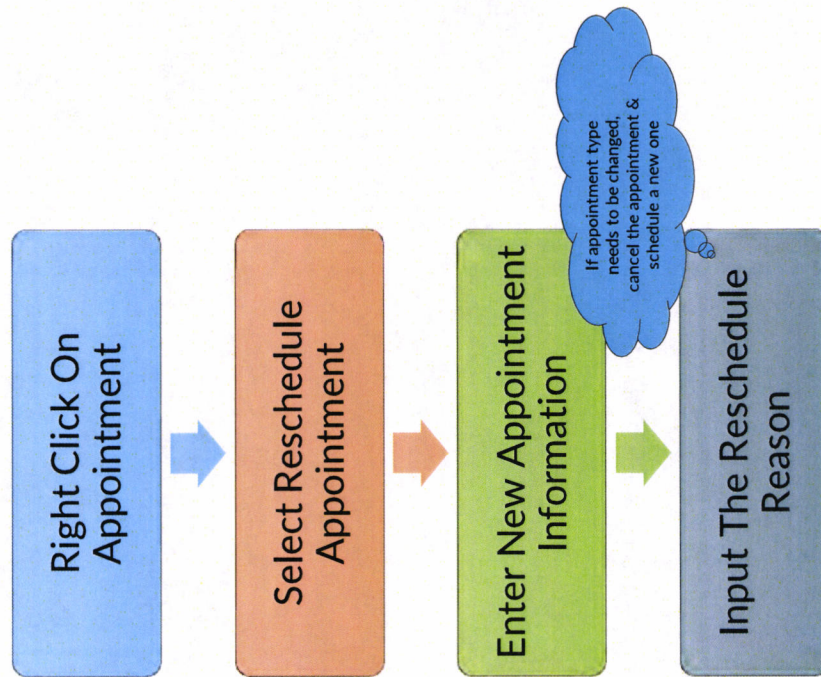
**Notes**

✓ Every outreach should be tracked in the Activity log





# Rescheduling Appointment



**ZZTEST, SHAWNA** 34 years DOB: Oct 18, 1986

Future Appointments: 0 Past Appointments: 0

Past Cancellations by Patient: 0

Past No Shows: 2

Stanc

Filters: <No filters selected>

Mon Nov 16, 2020 09:00 AM 30 min

Time Duration Resource Location

Mon Nov 16, 2020 09:00 AM 30 min Nieto, Andres Bluebonnet Dialysis (DVA)

Modify Appointment Reschedule Appointment Cancel Appointment

\*Reschedule Appointment

Appointment Type: Acute Visit (IX)

Preferred Resource: Nieto, Andres

Date: 11/16/2020

Referring Physician

Location: Ascarate Dialysis (DVA)

Visit Reason

Filter reason list by: ☒ Patient ☐ Clinic ☐ Reschedule Reason

Comments





# Cancel Appointment

